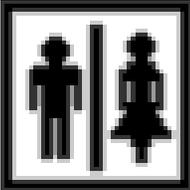


DF 412 Choosing Your Response to Anger



Administrative

- Emergency Exits are 
- Restrooms are 
- Turn pagers and cell phones to vibrate 
- Side bar conversations are discouraged. 

Course Objectives

- Define anger.
- Describe the effects of anger on and off the job.
- Define anger in terms of physical and emotional components.
- Analyze your responses.
- Respond to anger effectively.



Introductions

- Your name?
- Where you are from?
- Your position in the organization?
- Your course expectation is?

Defining Anger

A feeling of displeasure resulting from injury, mistreatment, or opposition.

Usually a desire to fight back at the cause of the feeling.



I get angry when...



The two-step process



+



=



Trigger Thoughts

- Interpretations, assumptions, evaluations
- *“This guy is really trying to tick me off”*
- *“That sales clerk --- she acts like she’s doing me a favor to wait on me”*
- *“That idiot think he owns the road”*



Recognizing Trigger Thoughts

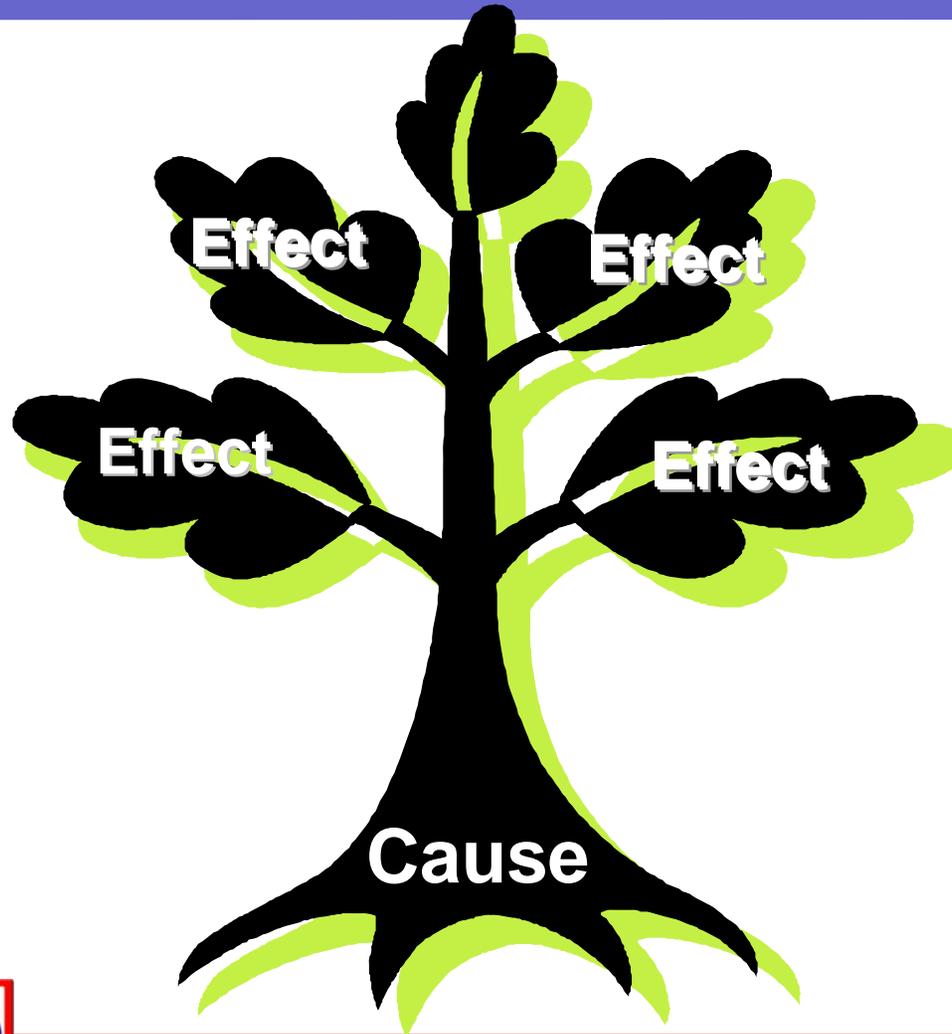
*I've
been
hurt*

*They did it on
purpose!*

*They are
wrong and
bad*



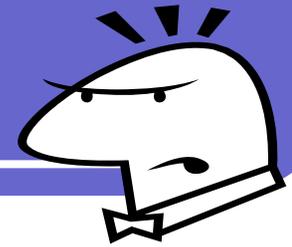
Cause and Effect



You must be mad!

1. Adrenal glands flood the body with adrenaline
2. “Fight” or “flight”
3. As energy rises, you breathe faster
4. Your heart pumps blood more quickly
5. Your body perspires to cool down

Warning signs



argumentative

Irritable

Lack of cooperation

impatient

Frequent conflicts

Sarcastic



Anger Log

- Opportunity to learn more about your anger
- Describe the components of your anger response
- Identify areas of improvement



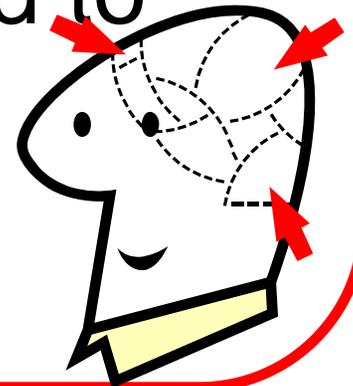
Choices

- Cognitive Restructuring
- Relaxation
- Coping thoughts
- Be Good to Yourself



Cognitive Restructuring

- Think more useful or positive thoughts
- You feel and act what you think
- You can change what you think of yourself and how you respond to others



Identify and Correct Distortions

- *Is it really true?*
- *Am I jumping to conclusions?*
- *Am I making it worse than it really is? what will happen? (will the world end?)*
- *Am I negatively labeling?*
- *Am I generalizing (you never..)*



Relaxation

- Breathe deeply from diaphragm
- Use imagery
- Stretch



Coping Thoughts

- No matter what, I'm ok
- Getting upset won't help
- Stay cool
- I can't change with anger
- I'll just upset myself

Be Good to Yourself

Tired

Lonely

Craving (food, peace, etc)



Summary

- Define anger.
- Describe the effects of anger on and off the job.
- Define anger in terms of physical and emotional components.
- Analyze your responses.
- Respond to anger effectively.

Choosing Your Response to Anger

- Your Plan
 - What will you do differently?
 - How will you measure your progress?



Evaluation

Please take a few moments to fill out your Evaluation and hand them into the instructor.

Your input is important to us!

